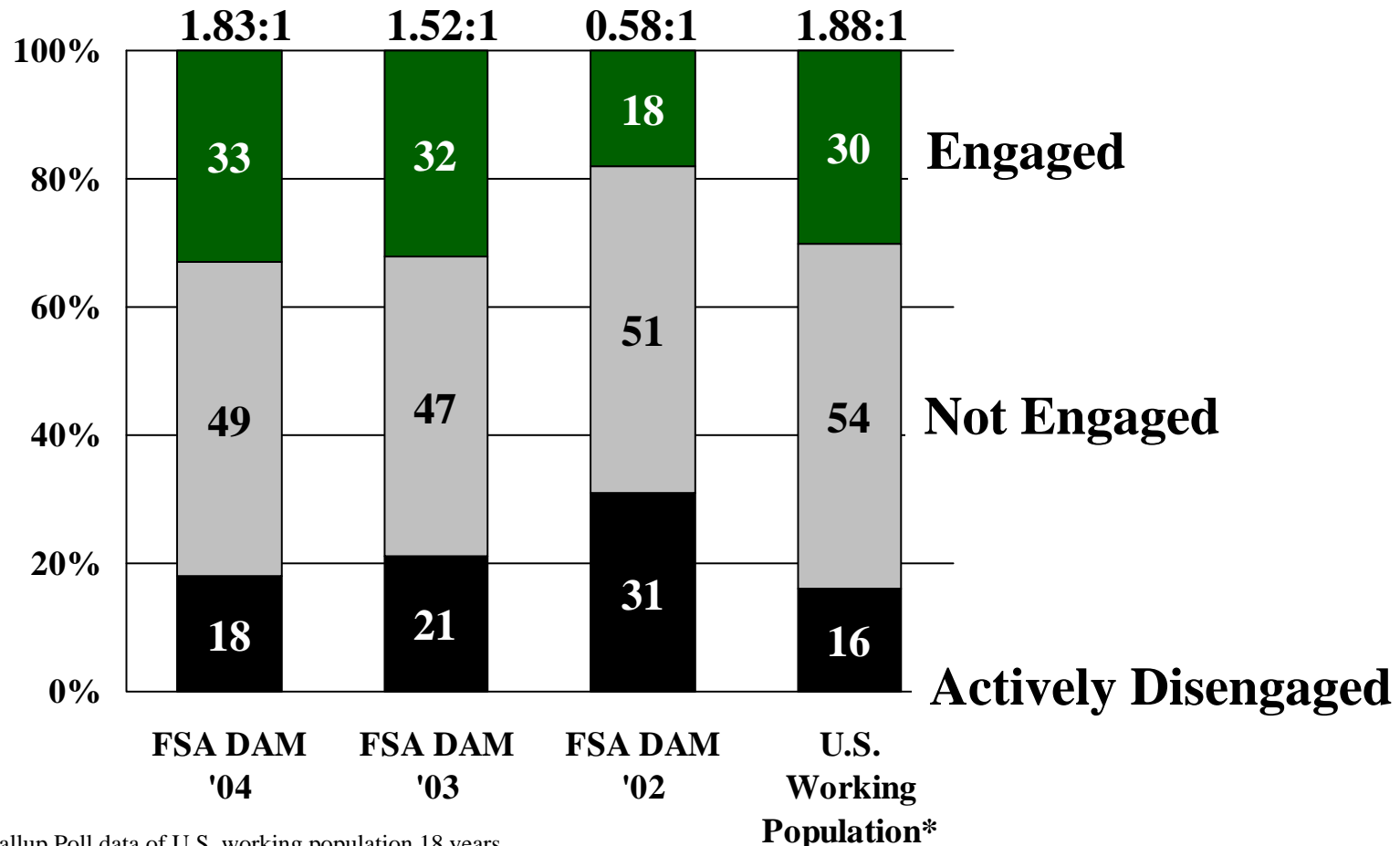


Gallup Q¹²® Engagement Index at FSA DAM


Ratio of Engaged to Actively Disengaged:



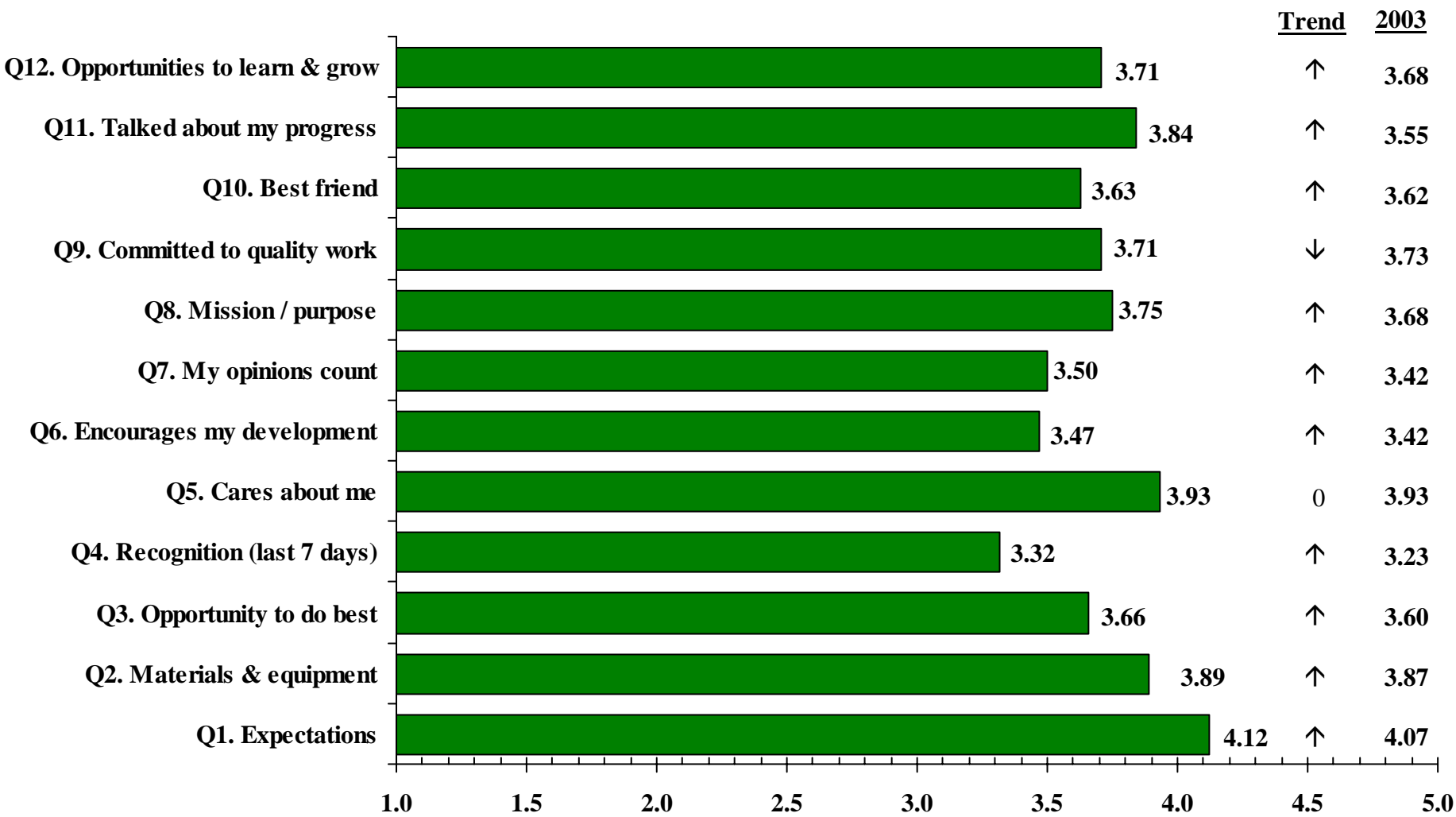
*Source: Gallup Poll data of U.S. working population 18 years and older, accumulated February – September 2002

Q¹²® Workplace Quality Scorecard

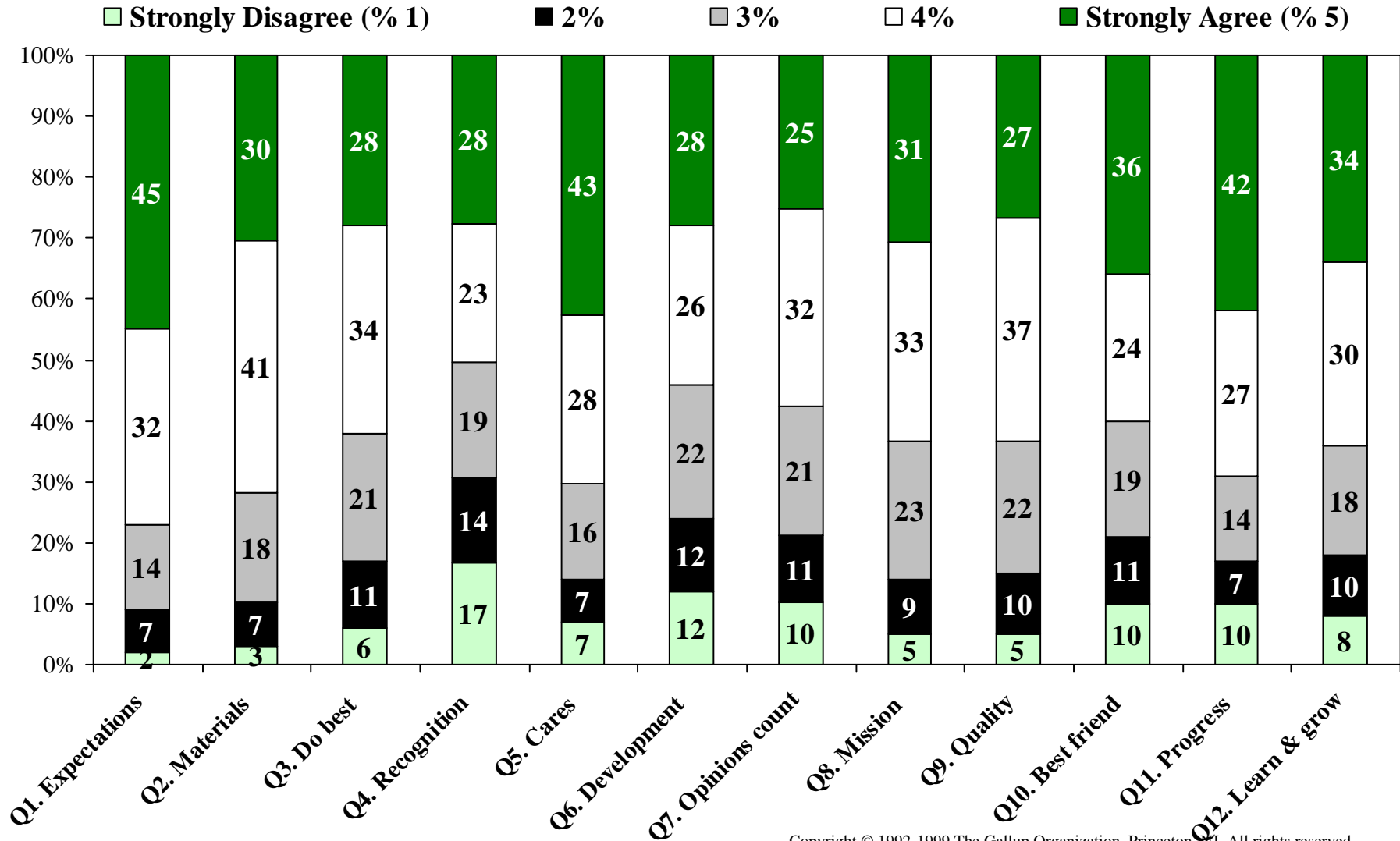
Means and % 5s by Year

	2004		2003		2002	
	<u>Means</u>	<u>% 5s</u>	<u>Means</u>	<u>% 5s</u>	<u>Means</u>	<u>% 5s</u>
 Opportunities to learn and grow Progress in last six months	3.71	34	3.68	34	3.31	23
	3.84	42	3.55	33	3.30	25
Best friend Coworkers committed to quality Mission/Purpose of agency My opinions count	3.63	36	3.62	36	3.47	31
	3.71	27	3.73	27	3.39	20
	3.75	31	3.68	31	3.39	21
	3.50	25	3.42	24	3.11	16
Encourages development Supervisor/Someone at work cares Recognition last seven days Do what I do best every day	3.47	28	3.42	27	3.04	19
	3.93	43	3.93	44	3.61	34
	3.32	28	3.23	28	2.58	14
	3.66	28	3.60	27	3.36	18
Materials and equipment I know what is expected of me at work	3.89	30	3.87	33	3.66	25
	4.12	45	4.07	44	4.01	40

FSA DAM's Overall Q¹²[®] Results: Item Means



FSA DAM's Overall Distribution of Responses



Q¹²® Scores for Employees Whose Teams Used 2003 Survey Results Positively

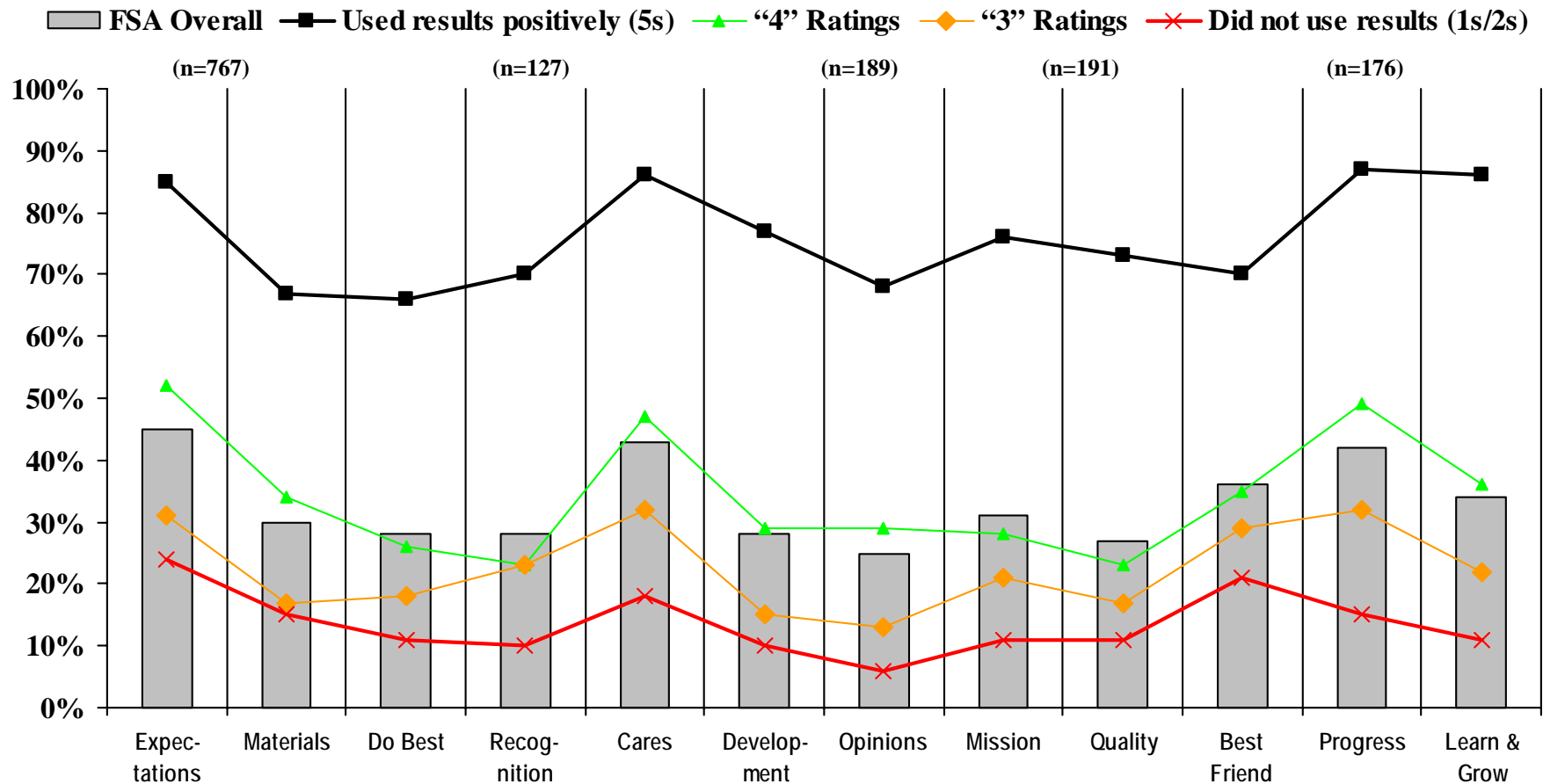
GrandMean: 3.71

4.66

4.05

3.61

2.82



Q¹²® Scores by Tenure

GrandMean:

<3 yrs	3–<8 yrs	8–<15 yrs	15–<20 yrs	20–<30 yrs	30+ yrs
3.64	3.79	3.47	3.81	3.66	3.82
(n=59)	(n=66)	(n=77)	(n=171)	(n=269)	(n=121)
% 5s	% 5s	% 5s	% 5s	% 5s	% 5s
39 36	39 48	25 32	40 47	30 42	34 40
18 24 30 20	30 23 27 26	32 14 23 9	41 27 31 32	35 28 29 24	42 34 39 28
25 39 21 17	33 41 31 27	17 33 20 19	33 48 34 29	27 43 25 29	28 39 32 34
29 32	38 39	21 42	32 47	27 47	37 50

Opportunities to learn and grow
Progress in last six months

Best friend
Coworkers committed to quality
Mission/Purpose of company
My opinions count

Encourages development
Supervisor/Someone at work cares
Recognition last seven days
Do what I do best every day

Materials and equipment
I know what is expected of me at work